

PRIVACY POLICY

The Customer accepts that all data regarding the use of the product will be collected and shared with both the Installer and the Supplier of the product. Notwithstanding the foregoing, the Supplier has no access to specific information to identify the Customer (e.g. the name and address of the Customer, etc.).

The data will only be used for the following purposes:

- To monitor the experiences of the Customer with the product. This information will help Installer and Supplier to respond accurately to the individual needs of the Customer. The Installer and Supplier can see a log of all errors occurred on the product in order to detect and solve problems faster and anticipate problems with other customers.
- To improve the Product, based on the information received from the Customer.
- To use this information for statistical purposes.

The Installer and Supplier guarantee the privacy of the acquired data and will treat the information at all times as confidential. The information, whether public or private, will not be sold, exchanged, transferred, or given to outside parties for any reason whatsoever, without the consent of the Customer, other than for the expressed purposes described in this Policy.

In the event the Installer and/or the Supplier discloses the information to its employees, directors, officers, affiliates, agents, independent contractors, advisors, representatives or trusted third parties for the purposes described in this Policy, the latter will be informed immediately of the confidential nature of the information and will at all times be obliged to maintain confidentiality.

The terms and conditions of this Privacy Policy can be modified whenever necessary in view of changes in the law or in the services of the Installer and Supplier. The Customer will be informed of these changes by a pop-up on this Privacy Policy. Changes are not applied with retroactive effect and do not become applicable until after notification. In the event of discrepancies between the old and the new conditions, the latter will prevail.

This Privacy Policy is drawn up under and governed by Belgian law. In case of dispute, the Belgian courts of Kortrijk are competent.

Your personal data is saved for a period of 10 years. You can consult your personal data by logging in with your credentials on the Manage My Softener platform. To delete or change your personal data, please contact info@managemysoftener.com